

2011

Community Service Survey



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Village of Burr Ridge

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INTRODUCTION

2011 marks the ninth time the Village of Burr Ridge has conducted the biannual Community Service Survey. This year, 4,771 surveys were mailed to every household in Burr Ridge in mid-July. 753 surveys were returned, resulting in a 15.8% response rate. Mail surveys typically have the lowest response rate of all survey methods; however, a large enough response was received to achieve an acceptable margin of error of 5%. That compares to:

2009	2007	2005	2003	2001	1999	1997	1995
14.5%	16.6%	16.1%	13.8%	14.0%	10.1%	8.0%	10.0%

Residents were invited to rate various Village services and “products” such printed materials, events, etc. They were asked to rate these items on a scale that included the following possible ratings: excellent, good, average, poor, very poor, and don’t know/does not apply. Based on staff’s 2003 recommendations, the scale was modified to make it more balanced, ensuring that for every positive response there is an equal and opposite negative response. In previous years, the scale was unbalanced and could have biased the results in the Village’s favor. Although changing the rating scale made data from 2003 and earlier incomparable, the increased validity of new data outweighs the loss.

What follows is a comprehensive examination of the quantitative survey results, including two types of data: the mean, or average, and the mode, the most frequent response to each item. Also provided are the qualitative results, or comments, provided by each respondent. Please note that the comments have not been altered in any way. Misspellings and grammatical errors have been preserved and words that could not be read because of penmanship, if any, will be marked as “illegible.” No attempt was made to discern the text and risk misinterpretation of the respondent’s statement.

OBSERVATIONS

Who responded to the survey?

A majority of respondents can be described as residing in a house in a non-gated community for 15 years or more. 68.4% of respondents reside south of I-55 whereas 28.9% resident north (2.7% did not respond). 72% of respondents are aged 56 or older. 54.3% were women and 42.9% men. These demographics roughly correspond to our most recent Census data. Comparing the two is important in ensuring that survey results are generally representative of the community and correspond generally to the opinions of the entire population.

How valuable is this data and how can it be used?

The bottom line in government is that there is no single, easily identifiable bottom line. Without one single indicator to tell us how well we're doing, we have to look at several different indicators: financial, internal processes, organizational growth and learning, and resident satisfaction with the services/products they are provided. The Community Service Survey provides us with a glimpse of resident satisfaction with those services and products.

As we continue the survey in its present form we can use quantitative analysis, like the data provided, with qualitative analysis such as the comments and feedback we receive to determine the opinions of our "customers" about the level of service we're providing and the effectiveness of Village programs. It is important to note that there may be minor fluctuations from year to year in the average (mean) score a service/product receives. From a statistical standpoint, those fluctuations might be meaningless and due to random chance, or they might not. Comparative statistical analysis was conducted to determine when those fluctuations were real. When making that determination, most research studies require a confidence level of 95% or higher. In our study we can be at least 95% sure that when we observe a statistically significant difference between the means it represents an actual change in the responses we received from year to year.

How pleased were respondents with Village services and products?

Based on the mean (average) scores for each product/service listed in question 16, it appears most residents are pleased with Village services. For a complete listing of the mean scores for each product/service, please refer to pages 8-15 and also page 18. All services/products have an above average mean score, thus, no service received a score below 3.00. Please note that the closer a score is to 5, the more highly the service was rated.

Other Observations:

- For the first time, more residents indicated in the survey that they have visited the Village's website than those who have not.
- Quantitative and qualitative results indicate residents remain concerned about electric service, infrastructure maintenance, library service to the community, brush chipping/branch pick-up, the cost of Village services and obligations, and the future of the

Village's business community.

- New questions regarding downtown Burr Ridge confirm that Lifetime Fitness, shopping, dining and special events draw foot traffic but additional dining facilities, particularly casual dining, might draw additional foot traffic to the area. Respondents also strongly desire an ice cream shop in downtown Burr Ridge.
- An overwhelming 98.4% of residents feel safe living in Burr Ridge and survey respondents continue to be very pleased with the courtesy and responsiveness of police department personnel. As in years past, however, the Village continues to balance police visibility with staffing and budgetary constraints.
- Despite the additional means of electronic communication with residents, several respondents expressed interest in reinstating the mass printing and emailing of the Village's newsletter.

SURVEY STATISTICS

The information below is a summary of data collected from the 753 surveys submitted by residents. For every question, the percentage of responses for each possible category is listed. Each topic listed as part of question 16 also shows a mean (average) score. The mean was derived by assigning a number to each possible response. For instance, the response "excellent" was worth five points, "good" was worth four points, and so on down the scale so that "very poor" was worth only one point. As such, the closer the mean is to 5 the better a service was rated, but the closer the mean is to 1, the more poorly the service was rated. The mean also allows us to analyze if any changes in the rating of a service is real (statistically significant) or due to chance. Next to the mean score you will also find a column that asks "Is the change significant?" If the answer is yes, you will find a percentage that equates to how confident you can be that the result is real and not due to chance.

1. How do you usually find out about Village business?*

	News- paper	Local news website	Village website	Village Social Media	Village Newsletter	Word of Mouth	TV	Don't follow	Other
2011	57.6%	11.0%	15.3%	1.1%	56.7%	41.0%	16.1%	3.9%	4.5%

**Totals will not equal 100% because residents were allowed to select more than one to account for new publications and sources of information.*

2. Have you ever watched Board Meetings on TV?

	Yes	No	No Response
2011	55.8%	43.2%	1.1%
2009	55.2%	43.6%	1.2%
2007	50.2%	48.2%	1.6%
2005	52.7%	44.9%	2.4%
2003	54.7%	45.3%	0%
2001	56.0%	44.0%	-
1999	54.2%	45.9%	-

3. Do you use the internet?*

	Yes	No	No Response
2011	87.9%	10.5%	1.6%

**This question was added in 2011.*

4. Have you ever visited the Village's website, www.burr-ridge.gov?

	Yes	No	No Response
2011	50.5%	48.1%	1.4%
2009	43.6%	55.7%	0.1%
2007	40.3%	58.2%	1.5%

5. Please indicate your gender.

	Male	Female	No Response
2011	42.9%	54.3%	2.8%
2009	42.8%	54.9%	2.4%
2007	45.1%	51.7%	3.2%

6. Please indicate your age.

	Under 18	18 - 25	26 - 35	36 - 45	46 - 55	56 - 65	65 or Older	No Response
2011	0.0%	0.1%	1.6%	5.8%	18.6%	30.7%	41.3%	1.9%
2009	0.0%	0.1%	0.7%	8.6%	20.4%	32.7%	36.1%	1.3%
2007	0.0%	0.0%	1.3%	9.9%	25.2%	29.9%	31.4%	2.3%

7. How long have you lived in Burr Ridge?

	Less than 1 Year	1 - 5 Years	6 - 10 Years	11 - 15 Years	15 Years or Longer	No Response
2011	0.9%	8.5%	13.9%	19.3%	55.9%	1.5%
2009	0.7%	14.6%	17.0%	16.3%	51.0%	0.3%
2007	2.4%	13.8%	20.8%	17.8%	43.9%	1.3%

8. In what type of home do you live?

	House	Condo	Town-house	No Response
2011	77.8%	12.2%	7.5%	2.5%
2009	80.0%	5.9%	12.8%	1.2%
2007	78.2%	5.9%	14.4%	
2005	77.6%	4.7%	15.2%	2.5%
2003	78.4%	10.0%	11.6%	0.0%
2001	78.8%	8.0%	13.2%	-
1999	84.1%	4.5%	11.4%	-

9. Is your home located in a gated subdivision?

	Yes	No	No Response
2011	7.7%	90.2%	2.1%
2009	9.5%	89.6%	0.9%
2007	12.8%	85.8%	1.3%
2005	9.6%	87.5%	2.8%
2003	9.7%	90.3%	0.0%
2001	7.1%	92.9%	-
1999	6.8%	93.2%	-

10. Using I-55 to divide north/south and County Line Road to divide east/west, in what section of the Village do you live?

	Northeast	Northwest	Southeast	Southwest	No Response
2011	14.6%	14.3%	27.1%	41.3%	2.7%
2009	12.4%	14.8%	28.1%	42.3%	2.4%
2007	14.2%	14.8%	29.6%	39.9%	1.5%
2005	13.0%	14.3%	28.6%	40.4%	3.7%
2003	17.1%	14.8%	23.2%	44.8%	0.0%
2001	14.7%	14.6%	26.9%	43.8%	-
1999	16.1%	15.9%	24.0%	44.0%	-

11. How safe do you feel living in Burr Ridge?

	Very Safe	Safe	Average	Unsafe	Very Unsafe	No Response
2011	46.2%	42.1%	10.1%	0.0%	0.1%	1.5%
2009	43.6%	41.0%	12.6%	1.0%	0.6%	1.2%
2007	40.7%	39.9%	14.7%	2.3%	0.3%	2.1%

12. When visiting downtown Burr Ridge (Village Center and County Line Square area), what is your most frequent activity? Please rank the choices below from 1-6 using each number only once, with "1" being the activity you do most and "6" being the activity you do least.* (The closer a score is to "1" the more frequently consumers currently engage in this activity in downtown Burr Ridge. The closer a score is to "6" the less frequently consumers currently engage in this activity in downtown Burr Ridge.)

	Shop	Dine	Special Events	Personal Business	Other	Work
2011	1.88	2.03	3.31	3.74	4.18	5.34

**This question was added in 2011.*

13. What would encourage you to spend more time in downtown Burr Ridge (Village Center & County Line Road area)? Please rank the choices below from 1-6, using each number only once, with "1" being the activity that would encourage you most and "6" being the activity that would encourage you least.* (The closer a score is to "1" the more likely it is to encourage residents to spend more time in downtown Burr Ridge. The closer a score is to "6" the less likely it is to encourage residents to spend more time in downtown Burr Ridge.)

	More dining options	More specialty Shops	Add'l cultural/entertainment venues	More clothing stores	More options for men	Other
2011	1.76	2.98	3.24	3.26	3.72	4.53

**This question was added in 2011.*

14. & 15 – See Comments section of this report.

16. Please check the box that corresponds closest to your opinion: (Please note that the closer a score is to 5, the more highly the service was rated)

Police visibility in your neighborhood

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	21.1%	37.5%	28.3%	7.7%	2.0%	3.4%	3.70	No
2009	22.2%	36.2%	28.4%	6.4%	2.7%	4.1%	3.72	Yes (99.2%)
2007	17.5%	35.6%	30.0%	9.9%	2.4%	4.7%	3.59	-
2005	22.0%	39.8%	25.6%	6.7%	1.8%	4.1%	3.77	-

Police response to calls from residents

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	39.3%	27.0%	6.6%	0.4%	0.1%	26.6%	4.43	No
2009	38.9%	26.3%	4.9%	0.9%	0.0%	29.0%	4.45	Yes (99.8%)
2007	33.2%	29.5%	8.1%	1.1%	0.1%	27.9%	4.31	-
2005	34.4%	26.5%	5.1%	1.1%	0.1%	32.8%	4.40	-

Crime control (i.e., investigation of crimes)

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	13.7%	23.1%	8.5%	1.7%	0.4%	52.6%	4.01	No
2009	17.3%	21.3%	8.6%	1.8%	0.7%	50.3%	4.06	Yes (99.9%)
2007	12.1%	23.2%	11.9%	3.2%	1.2%	48.3%	3.81	-
2005	15.4%	22.1%	7.4%	1.8%	0.4%	52.9%	4.07	-

Police enforcement of traffic regulations

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	21.2%	40.4%	17.1%	3.1%	1.7%	16.5%	3.91	No
2009	21.2%	40.5%	16.3%	2.7%	0.9%	18.5%	3.96	Yes (99.9%)
2007	16.2%	38.3%	20.7%	4.0%	1.5%	19.3%	3.79	-
2005	19.0%	38.8%	17.4%	5.0%	2.4%	17.4%	3.81	-

Courtesy of Police Department personnel

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	45.3%	32.9%	7.3%	0.4%	0.8%	13.3%	4.40	No
2009	45.3%	32.0%	7.4%	0.9%	0.6%	13.9%	4.40	No
2007	42.9%	30.3%	7.9%	0.8%	0.4%	17.8%	4.39	-
2005	47.4%	27.8%	7.8%	1.3%	0.7%	15.0%	4.41	-

Community planning for the future

	Excellent	18.2	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	12.5%	34.5%	17.9%	3.3%	1.2%	30.6%	3.77	Yes (99%)
2009	16.9%	36.4%	15.2%	2.4%	0.9%	28.3%	3.92	No
2007	16.6%	38.3%	18.2%	2.7%	0.8%	23.5%	3.88	-
2005	13.6%	43.3%	18.0%	6.1%	0.9%	18.1%	3.77	-

The statistically significant drop in this item's rating might be attributable to the difficulty in filling vacant store fronts and attracting new businesses in this economic climate.

Addressing local traffic issues (i.e., congestion, etc.)

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	12.0%	38.0%	22.0%	5.0%	1.3%	21.7%	3.69	No
2009	12.9%	39.9%	18.6%	4.0%	1.5%	23.1%	3.76	Yes (99.9%)
2007	9.9%	34.7%	24.4%	6.0%	2.3%	22.7%	3.57	-
2005	10.8%	35.6%	23.5%	5.2%	2.3%	22.6%	3.61	-

Maintenance of streets

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	17.7%	47.1%	23.5%	5.2%	1.5%	5.0%	3.78	No
2009	17.0%	43.0%	24.1%	6.7%	2.4%	6.8%	3.70	No
2007	15.0%	45.4%	26.4%	4.8%	1.5%	6.9%	3.73	-
2005	17.4%	45.2%	23.5%	6.4%	2.7%	4.8%	3.72	-

Snow removal from streets

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	27.2%	45.7%	18.2%	2.3%	0.8%	5.8%	4.02	No
2009	31.1%	44.1%	15.7%	3.4%	1.3%	4.4%	4.05	No
2007	28.2%	45.0%	16.7%	2.4%	0.9%	6.8%	4.04	-
2005	31.2%	46.9%	13.2%	2.8%	1.3%	4.6%	4.09	-

Street lighting (adequacy)

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	16.6%	40.4%	25.5%	7.8%	2.5%	7.2%	3.65	No
2009	15.7%	39.5%	24.4%	8.3%	2.2%	9.9%	3.65	No
2007	12.8%	40.6%	27.9%	6.9%	2.1%	9.6%	3.61	-
2005	14.6%	40.7%	24.9%	6.9%	2.5%	10.4%	3.64	-

Street lighting (maintenance)

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	19.4%	40.1%	20.5%	2.7%	0.8%	16.5%	3.89	No
2009	17.5%	40.5%	20.1%	3.4%	1.2%	17.3%	3.84	Yes (95.6%)
2007	13.5%	41.0%	22.2%	4.1%	1.3%	17.8%	3.74	-
2005	16.7%	41.5%	20.1%	3.5%	0.6%	17.6%	3.85	-

Sidewalk/pathway maintenance

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	16.5%	35.1%	19.3%	5.4%	1.5%	22.2%	3.77	No
2009	13.6%	34.9%	18.2%	4.3%	1.5%	27.5%	3.76	No
2007	11.3%	32.7%	23.4%	4.3%	1.3%	27.0%	3.66	-
2005	16.0%	38.2%	18.0%	3.7%	2.0%	22.1%	3.80	-

Curbside brush chipping

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	20.6%	34.5%	14.7%	3.5%	2.0%	24.7%	3.91	Yes (95%)
2009	22.3%	33.6%	12.4%	2.4%	1.0%	28.3%	4.03	No
2007	19.2%	34.8%	15.5%	2.3%	0.8%	27.4%	3.96	-
2005	24.6%	31.4%	11.0%	2.4%	1.1%	29.5%	4.08	-

The statistically significant drop in this item's rating might be attributable to recent events. During the time this survey was conducted the Village experienced two large storms that caused significant tree damage. Due to budgetary restrictions emergency branch pick-up was only offered after the first storm and some residents were disappointed that branch pick-up could not be offered after the second storm.

Stormwater drainage

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	13.5%	35.7%	24.6%	7.7%	3.6%	14.9%	3.56	No
2009	11.8%	32.2%	26.9%	7.7%	3.3%	18.0%	3.51	No
2007	9.7%	36.6%	22.8%	6.8%	3.3%	20.7%	3.54	-
2005	13.7%	38.4%	24.1%	6.9%	3.4%	13.5%	3.60	-

Appearance of public buildings and grounds

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	48.5%	39.7%	5.4%	0.5%	0.0%	5.9%	4.45	Yes (99%)
2009	38.0%	46.3%	7.7%	0.4%	0.1%	7.4%	4.31	Yes (96.9%)
2007	33.5%	49.0%	9.6%	0.8%	0.3%	6.8%	4.23	-
2005	40.1%	45.2%	9.5%	0.7%	0.4%	4.1%	4.29	-

Responsiveness of Public Works personnel

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	21.5%	35.7%	11.2%	1.7%	0.8%	29.1%	4.06	No
2009	24.1%	29.6%	11.7%	3.1%	0.4%	31.1%	4.07	No
2007	17.1%	33.8%	11.2%	2.0%	0.5%	35.4%	4.00	-
2005	21.0%	30.9%	11.3%	1.3%	1.0%	34.5%	4.06	-

Courtesy of Public Works personnel

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	28.0%	32.9%	7.4%	1.3%	0.0%	30.3%	4.26	No
2009	29.1%	29.3%	8.1%	0.7%	0.6%	32.1%	4.26	Yes (97%)
2007	22.0%	31.9%	8.7%	0.9%	0.5%	35.9%	4.15	-
2005	25.1%	30.6%	7.8%	1.0%	0.8%	34.7%	4.20	-

Zoning/Building Code enforcement

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	10.2%	24.6%	14.5%	3.9%	3.1%	43.7%	3.62	No
2009	11.1%	23.2%	13.8%	4.0%	2.8%	45.1%	3.65	No
2007	9.1%	27.2%	16.7%	2.7%	1.6%	42.7%	3.69	-
2005	11.2%	29.5%	15.0%	5.8%	1.7%	36.8%	3.67	-

Nuisance control (excess growth of weeds, etc.)

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	9.0%	28.8%	25.9%	6.9%	2.8%	26.6%	3.47	No
2009	10.1%	28.8%	23.1%	6.1%	4.6%	27.4%	3.46	No
2007	7.3%	31.0%	27.2%	6.8%	2.8%	24.8%	3.44	-
2005	10.0%	31.3%	26.1%	8.6%	4.0%	20.0%	3.44	-

Ease and efficiency of obtaining a permit

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	4.6%	13.0%	11.0%	2.3%	2.0%	67.1%	3.49	No
2009	5.3%	13.3%	10.9%	3.4%	1.8%	65.2%	3.49	No
2007	4.5%	13.5%	13.0%	3.6%	1.2%	64.2%	3.46	-
2005	5.2%	18.1%	11.6%	3.4%	1.4%	60.3%	3.56	-

Construction site maintenance

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	6.6%	22.4%	17.9%	2.4%	0.9%	49.7%	3.63	No
2009	8.1%	22.9%	20.4%	2.5%	2.4%	43.6%	3.57	No
2007	6.0%	23.9%	24.8%	4.5%	1.1%	39.6%	3.48	-
2005	6.2%	24.4%	21.4%	3.7%	2.0%	42.3%	3.51	-

Water quality (i.e., taste & smell)

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	34.4%	42.4%	15.8%	2.3%	0.4%	4.7%	4.14	No
2009	34.5%	44.4%	13.3%	1.3%	0.3%	6.2%	4.19	No
2007	29.6%	47.5%	14.7%	0.9%	0.5%	6.6%	4.12	-
2005	34.1%	48.0%	12.0%	2.0%	0.7%	3.2%	4.17	-

Village water/utility bills

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	15.3%	37.2%	33.9%	3.6%	1.0%	9.0%	3.68	Yes (99%)
2009	18.6%	44.4%	26.6%	1.2%	1.0%	8.1%	3.85	No
2007	18.6%	44.5%	28.4%	1.3%	0.4%	6.8%	3.85	-
2005	26.8%	48.3%	18.6%	1.1%	0.3%	4.9%	4.05	-

The statistically significant drop in this item's rating might be attributable to several years of rate increases passed on to the consumer from the City of Chicago.

Water/utility bill payment process

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	23.6%	44.8%	20.6%	1.6%	0.7%	8.7%	3.98	Yes (95%)
2009	26.0%	49.4%	15.5%	1.2%	0.4%	7.4%	4.07	No
2007	25.4%	46.6%	19.5%	0.7%	0.1%	7.7%	4.04	-
2005	29.0%	49.7%	13.9%	0.7%	0.1%	6.6%	4.14	-

The statistically significant drop in this item's rating might be attributable to a few factors. The Village's methods of bill payment, including online/electronic payment, are the same as they were in 2009. However, consumers are more accustomed to increasingly convenient payment methods that are not possible with the Village's existing system. Village staff budgeted for and are currently in the process of selecting a new system that could allow for additional convenience features. The system upgrade would be active some time after April 30, 2012.

Responsiveness of Village Hall personnel

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	27.6%	37.6%	10.5%	0.8%	1.1%	22.4%	4.16	No
2009	31.8%	36.4%	9.0%	2.7%	0.4%	19.7%	4.20	No
2007	26.8%	36.8%	11.5%	0.8%	0.8%	23.3%	4.15	-
2005	26.8%	35.0%	11.8%	1.4%	0.4%	24.6%	4.14	-

Courtesy of Village Hall personnel

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	34.4%	38.6%	8.4%	0.4%	0.4%	17.8%	4.29	No
2009	39.5%	33.7%	8.1%	0.7%	0.3%	17.6%	4.35	Yes (95.9%)
2007	34.4%	35.8%	9.1%	0.8%	0.8%	19.1%	4.26	-
2005	35.8%	32.3%	9.6%	0.6%	0.1%	21.6%	4.31	-

Burr Ridge Briefs newsletters/Annual Report

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	24.6%	46.2%	16.2%	1.3%	0.5%	11.2%	4.05	Yes (99%)
2009	33.7%	48.2%	10.9%	0.3%	0.4%	6.4%	4.22	No
2007	28.6%	51.0%	11.6%	0.5%	0.3%	8.0%	4.16	-
2005	29.5%	50.1%	13.6%	1.1%	0.6%	5.1%	4.13	-

The statistically significant drop in this item's rating might be attributable to the Village's decision to discontinue mailing the March, May, July, September and November water bills to every household in Burr Ridge. While the newsletter is available for pick-up and is still sent to approximately 200 residents, most residents do not access the newsletter.

Village Web Site (www.burr-ridge.gov)

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	10.1%	28.4%	12.0%	0.7%	0.3%	48.6%	3.92	No
2009	11.4%	26.3%	8.9%	0.6%	0.3%	52.5%	4.01	No
2007	9.6%	25.1%	8.8%	0.3%	0.3%	56.0%	3.99	-
2005	11.3%	31.7%	10.8%	1.4%	0.1%	44.7%	3.95	-

Village social media sites (Facebook, Twitter, YouTube)*

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	2.7%	6.9%	3.7%	0.7%	0.1%	85.9%	3.80	n/a

*This question was added in 2011.

Village Pathway Map

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	15.1%	32.5%	13.4%	0.1%	0.4%	38.4%	4.00	Yes (99%)
2009	21.7%	35.9%	7.8%	0.4%	0.3%	33.7%	4.18	-

The statistically significant drop in this items' rating might be attributed to the fact that the Pathway Map has not been sent to residents since 2009.

Village Cable Bulletin Board (Channels 6 & 99)

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	10.4%	22.8%	12.9%	0.9%	0.4%	52.6%	3.88	No
2009	11.5%	25.9%	10.9%	0.9%	0.3%	50.4%	3.96	Yes (99.9%)
2007	8.9%	25.2%	15.1%	1.5%	1.1%	48.2%	3.76	-
2005	12.3%	34.0%	16.1%	1.1%	0.6%	35.9%	3.88	-

Gateway Signs and Landscaping

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	30.9%	41.0%	13.9%	1.1%	0.8%	12.3%	4.14	No
2009	24.0%	46.6%	14.3%	1.0%	0.4%	13.6%	4.07	Yes (99.8%)
2007	19.6%	43.4%	20.0%	1.3%	0.9%	14.7%	3.93	-
2005	28.0%	43.6%	16.7%	3.1%	1.3%	7.3%	4.01	-

*Village Special Events (Concerts, Car Show, Jingle Mingle)**

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	23.4%	40.1%	13.1%	0.7%	0.4%	22.3%	4.10	No
2009	21.3%	40.2%	12.7%	1.3%	0.1%	24.3%	4.07	-

**This question was added in 2009*

Village property tax rate (only the portion pertaining to the Village)

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	6.8%	26.2%	41.4%	5.7%	3.1%	16.8%	3.34	Yes (99%)
2009	9.3%	31.7%	38.6%	3.7%	2.2%	14.5%	3.49	No
2007	8.0%	30.2%	37.0%	3.2%	2.0%	19.6%	3.49	-
2005	10.2%	36.0%	36.5%	3.1%	0.8%	13.4%	3.59	-

The statistically significant drop in this item's rating might be attributed to the misperception that all taxes on a resident's property tax bill are received by the Village.

Responsiveness of elected officials (Mayor, Trustees & Village Clerk)

	Excellent	Good	Average	Poor	Very Poor	NA/No Response	Mean	Is the change significant?
2011	17.0%	26.2%	15.3%	1.7%	1.2%	38.6%	3.91	No
2009	19.4%	26.1%	12.4%	1.9%	1.0%	39.1%	4.00	Yes (99.4%)
2007	13.8%	24.4%	16.2%	1.2%	1.5%	42.9%	3.84	-
2005	14.3%	27.5%	14.0%	1.7%	0.3%	42.2%	3.93	-

Ranking of Average Scores

In 2005 Community Service Survey was overhauled significantly, making some historical data incomparable. Specifically, the responses to these questions were altered to create a balanced rating scale. Currently, the possible responses are excellent, good, average, poor and very poor. Prior to 2005, there was no "very poor" rating available, skewing average scores in the Village's favor. As a result, the data prior to 2005 may not be comparable but the ranking of the Village services can still be helpful in understanding a historical pattern of services that tend to be rated highly and those that tend to be rated poorly.

Several Village services/products are consistently ranked in the top five: Appearance of public buildings and grounds, police response to calls from residents, courtesy of police department personnel, courtesy of Village Hall personnel and courtesy of Public Works personnel. The Village's newsletter/annual report has not appeared in the top five since its mass mailing was eliminated.

There are also some services/products that have consistently ranked in bottom five. They include stormwater drainage, nuisance control (bushes & weeds, etc.), ease and efficiency of obtaining a permit, the Village's property tax rate, zoning/building code enforcement and construction site maintenance. Crime control and the responsiveness have not appeared in the bottom five since 2003.

Top Five

2011	2009	2007	2005	2003	2001	1999
Appearance of public buildings & grounds (4.45)	Police response to calls from residents (4.45)	Courtesy of Police Dept. personnel (4.39)	Courtesy of Police Dept. personnel (4.41)	Appearance of public buildings & grounds (4.26)	Appearance of public buildings & grounds (4.31)	Village Newsletter (4.21)
Police response to calls from residents (4.43)	Courtesy of Police Dept. personnel (4.40)	Police response to calls from residents (4.31)	Police response to calls from residents (4.40)	Village Newsletter (4.17)	Village Newsletter (4.24)	Appearance of public buildings & grounds (4.20)
Courtesy of Police Dept. personnel (4.40)	Courtesy of Village Hall personnel (4.35)	Courtesy of Village Hall personnel (4.26)	Courtesy of Village Hall staff (4.31)	Snow removal from streets (4.08)	Village calendar & annual report (4.06)	Police patrol (4.05)
Courtesy of Village Hall personnel (4.29)	Appearance of public buildings & grounds (4.31)	Appearance of public buildings & grounds (4.23)	Appearance of public buildings & grounds (4.29)	Water quality (4.07)	Snow removal from streets (4.02)	Village calendar & annual report (4.04)
Courtesy of Public Works personnel (4.26)	Courtesy of Public Works personnel (4.26)	Village Newsletter/ Annual Report (4.16)	Courtesy of Public Works Staff (4.20)	Responsive-ness & courtesy of Police Dept. personnel (4.03)	Police patrol (4.00)	Responsive-ness & courtesy of Police Dept. personnel (4.01)

Bottom Five

2011	2009	2007	2005	2003	2001	1999
Zoning/building code enforcement (3.62)	Construction site maintenance (3.57)	Stormwater drainage (3.54)	Stormwater drainage (3.60)	Community planning for the future (3.10)	Nuisance control (bushes & weeds, etc.) (3.12)	Stormwater drainage (3.08)
Stormwater drainage (3.56)	Stormwater drainage (3.51)	Village property tax rate (3.49)	Village property tax rate (3.59)	Nuisance control (Bushes and weeds, etc.) (3.09)	Stormwater drainage (3.06)	Responsiveness of Village elected officials (3.01)
Ease & efficiency of obtaining a permit (3.49)	Ease & efficiency of obtaining a permit (3.49)	Construction site maintenance (3.48)	Permit Process (3.56)	Responsiveness of Village elected officials (2.90)	Responsiveness of Village elected officials (2.97)	Addressing local traffic issues (2.99)
Nuisance control (excess growth of weeds, etc.) (3.47)	Village property tax rate (3.49)	Ease & efficiency of obtaining a permit (3.46)	Construction Site Maintenance (3.51)	Zoning/building code enforcement (2.82)	Zoning/building code enforcement (2.84)	Zoning/building code enforcement (2.81)
Village property tax rate (3.34)	Nuisance control (bushes & weeds, etc.) (3.46)	Nuisance control (bushes & weeds, etc.) (3.44)	Nuisance control (bushes & weeds, etc.) (3.44)	Crime control (Investigation of crimes) (2.55)	Crime control (Investigation of crimes) (2.48)	Crime control (Investigation of crimes) (2.46)

2011 Rank of Average Scores

Appearance of public buildings and grounds	4.45
Police response to calls from residents	4.43
Courtesy of Police Department personnel	4.40
Courtesy of Village Hall personnel	4.29
Courtesy of Public Works personnel	4.26
Responsiveness of Village Hall personnel	4.16
Water quality (i.e., taste & smell)	4.14
Gateway Signs and Landscaping	4.14
Village Special Events (Concerts, Car Show, Jingle Mingle)	4.10
Responsiveness of Public Works personnel	4.06
Burr Ridge Briefs newsletters/Annual Report	4.05
Snow removal from streets	4.02
Crime control (i.e., investigation of crimes)	4.01
Village Pathway Map	4.00
Water/utility bill payment process	3.98
Village Web Site (www.burr-ridge.gov)	3.92
Police enforcement of traffic regulations	3.91
Curbside brush chipping	3.91
Responsiveness of elected officials (Mayor, Trustees & Village Clerk)	3.91
Street lighting (maintenance)	3.89
Village Cable Bulletin Board (Channels 6 & 99)	3.88
Village social media sites (Facebook, Twitter, YouTube)	3.80
Maintenance of streets	3.78
Community planning for the future	3.77
Sidewalk/pathway maintenance	3.77
Police visibility in your neighborhood	3.70
Addressing local traffic issues (i.e., congestion, etc.)	3.69
Village water/utility bills	3.68
Street lighting (adequacy)	3.65
Construction site maintenance	3.63
Zoning/Building Code enforcement	3.62
Stormwater drainage	3.56
Ease and efficiency of obtaining a permit	3.49
Nuisance control (excess growth of weeds, etc.)	3.47
Village property tax rate (only the portion pertaining to the Village)	3.34

Comments

12. When visiting downtown Burr Ridge (Village Center and County Line Square area), what is your most frequent activity? Please rank the choices below from 1-6 using each number only once, with "1" being the activity you do most and "6" being the activity you do least. (The comments below were left in response to "other".)

Bank

Walk

Lifetime Fitness

Lifetime Fitness - Exercise

Lifetime

Window shopping - walking area

Try to avoid

Farmers' Market

Health club

Health club

Lifetime Fitness

Lifetime Fitness

Pleasure

Work out

Hair salon/spa

Movie theaters

Kohler for massage

Starbucks

Brookhaven

Starbucks

Lifetime Fitness

Health club

Lifetime Fitness

Walking

Walk

There is no no. 1 - the retailers have a very narrow appeal

Bank

Walking

Lifetime

Lifetime & Brookhaven

Don't visit

Starbucks

Dentist

Lifetime Fitness & Brookhaven Grocery Store

Window shop on my way to Lifetime Fitness

Harris Bank

Accelerated therapy

Lifetime Fitness

Lifetime Fitness

Lifetime Fitness

Infrequent since Max & Erma's closed.

Lifetime

Work out at Lifetime

I only go to the bank

Just to walk

Love Farmers' Mkt; work out Lifetime

Health club

Eye doctor/Lens crafters

Bank

Dined there twice - strange atmosphere and claustrophobic.

Fitness/Lifetime

Special retirement seminars

Volunteer

Drive through check things out.

Exercise @ Lifetime

Go to Lifetime Fitness

Lifetime Fitness

Dry cleaning

Farmers Market

Banking

Bank, cleaners/bakery

Grocery & Tuesday morning

Health club

Farmers Market

Health club

Lifetime

Workout at LTF

Nothing there interests me! Brookhaven Market is the BEST thing in the Village!

Bank

Work out at Lifetime

Visit Lifetime Fitness

Kid/teen friendly draw or activity

Health club

Too old to shop - don't use, wear what I have

Dry cleaner

Dry cleaners, bakery, grocery

Dental

Park & Ride Pace Bus

Do not work, shop or drive - no personal business

Starbucks

Look at scenery

Grocery store (Brookhaven)

Exercise

Farm market

Lifetime

Walking

Lifetime Fitness

Walk

Lifetime

Grocery shopping

Market Day

Walking

Food shopping

Socialize

Concerts

Dance class

Walk the paths

Gym

Car Show

Walk w/ my daughter

Sometimes buy groceries

SEE ALSO – ATTACHED COMMENTS AT THE END OF THIS REPORT

13. What would encourage you to spend more time in downtown Burr Ridge (Village Center & County Line Road area)? Please rank the choices below from 1-6, using each number only once, with "1" being the activity that would encourage you most and "6" being the activity that would encourage you least. (The comments below were left in response to "other".)

Stores I can afford.

Less expensive stores/dining.

Drug store/ice cream parlor.

Sports Bar.

Lower taxes.

Sidewalks - no access by bike or on foot.

Things are fine as-is.

Need an anchor store in Village Center.

Library.

Out Back Restaurant.

Broker office C. Schwab.

Sandwich shops, quick dining. Shops I can use on a daily basis, i.e. Target, Home Depot.

A walkway bridge from one side of County Line Road to the other.

Casual dining (family) - miss Max & Erma's. Like Carrabas or Out Back Steakhouse.

Parking.

Family restaurant.

Drug store.

Practical/family - not a high end steakhouse. More shops/entities that are part of a true downtown - post office, ice cream store, hardware, etc.

Ice cream.

Need children, family dining, ice cream shop.

A place to go with the kids like an ice cream shop would be perfect.

1 or 2 screen movie theater; kid friendly dining.

More options that appeal to gays & lesbians.

DuPage symphony is a great orchestra. [Www.dupagesymphony.org](http://www.dupagesymphony.org), non profit, too.; Ice cream shop.

CVS/Walgreens/24 hour convenient store.

Theater.

Hallmark store.

More general shows, grocery, cleaners, hardware, etc.

Park.

Hardware.

Parking.

A golf course nearby.

Kid friendly eating, ice cream show.

Something other than generic stores that are in several shopping centers near us.

More family oriented businesses - ice cream shop, family dining.

Pub/movies, music.

Bookstore.

Almost all too expensive.

Lower taxes.

Crafts/arts.

Hardware store - Ace/TV/Sears.

Car shows - more than once.

Ice cream or frozen yogurt shop.

Stores for senior citizens.

Ice cream shop & family restaurant.

Especially casual, affordable family dining or fast food or cafes.

More casual dining options, pizza, sandwiches, ice cream, etc. A drug store!! Please.

Baskin Robbins, Dairy Queen.

Less expensive clothing stores. Less expensive, reasonably priced sit down restaurants and more carry out.

Women's size (larger size).

I visit Tues Morning often, stores of the discount mode.

More shoe stores.

Ice cream show, bakery.

Movie theater.

Nordstroms & younger stores like Forever 21 & Abercrombie.

Movie theater.

Decreased sales tax.

I don't shop there.

Drug store, post office.

Department store (i.e. Macys, Lord & Taylor, etc.)

Need a high quality desert/ice cream shop.

More activity options for kids.

Drug store.

Lower taxes - don't like Cook County taxes.

Less expensive clothing options.

Department store such as Von Maur.

Talbots!

Open restaurants until late night.

Yea better landscaping we are Burr Ridge, come on!!

Educational elderly seminars; do something for those over 60 instead of yuppie crowd - too expensive.

Easier parking.

More personal \$\$!

Housewares, gift stores, kitchen, leather goods (shoes).

Need a store like "Swoozies". A store to buy "unique" gifts. I used to go into Swoozie's at least once a week to buy that quick unique gift, stationary, etc. I miss that store!

Need to have something from everyone type of location - Willowbrook did it right!!

More dining options like a Max n Ermas (Chilis?) Gas Station. There is nothing between Rt. 83 & Willow Springs Rd. south of 83rd. Note, good quality gas such as Shell, BP etc - not Gas City. Along with this, a drive thru similar to NW corner of Ogden/LaGrange Rd - think about this, all our residents use gas - get them there, maybe Max & Ermas spot is ideal. Especially for a proprietor. Further in will get residents, but not drive throughs. Balance this.

Ice cream parlor.

Library.

Particularly casual or non-gourmet like Max and Erma's was. More practical stores like drug stores.

Farmers Market.

Unique shops - I can find current shops at any mall.

More free time for mommy.

Anchor store - Costco - Lowes - Etc.

There is a nice mix presently.

More reasonable eating options - family oriented & priced! Also, ice cream, sandwich shop

Kid related like ice cream shop.

More Dept. Stores.

Post office.

There needs to be more well-known, chain restaurants that appeal to a younger audience i.e. Buffalo Wild Wings, Chipotle, etc.

Brewery.

Market should be offered in evening so please can pick up items on way home from work; less expensive dining options.

Family/casual dining - not upscale snob restaurants like now.

Food places that attract 15-20s.

Service businesses (hardware, office supply, books).

Need gas station, movie theater.

Need another Max & Erma type restaurant. More clothing stores like American Eagle, etc. for the teenage group.

Not chains/unique!!

Like an (anchor store) like a big department store (example Macy's, Penney's, Nordstrom).

Corner bakery.

Better grocery store/gas station.

Hallmark Card Store.

Family dining, ice cream parlor.

Reasonably priced salons.

Movie theater/less pricey dining.

Library.

California Pizza Kitchen would be a great addition!

Library.

Shoe store.

Library.

Library.

Trader Joe's, a sports bar, and an ice cream shop would make the BRVC perfect!!

More family things (like ice cream shop).

Easier parking - I drive in circles and wait. I don't use garage. I want to park in front of business.

Tommy Bahama clothing store.

Ice cream shop.

Barber, pharmacy, library.

Gas station.

Better parking.

Some post office facilities, hardware store.

Theater.

Barber.

Perhaps a discount store.

A reasonable ice cream place.

Brookhaven.

Competitive stores across the streets.

Place of entertainment/dance, others.

Gas Station.

Upscale bar.

Family/kid oriented.

Theater/movie/drama etc.

Ice cream parlor.

Cost effective shops.

Drug store/Walgreens, CVS.

Department stores (Target; Marshalls; Bed Bath & Beyond).

Variety of stores.

Sandwich shops; place to get a quick meal while shopping; we always have to go to Willowbrook for lunch.

How about baseball field - sports field center near downtown.

Work out at Lifetime, destination walk.

Family oriented not upscale.

Gym.

Williams Sonoma or Cooking store.

Green space.

Hallmark store, family-friendly dining.

More parking - residents & restaurants are taking up shopping parking.

More generic restaurants.

Movie night on the Green!

Gas/car wash

Services i.e.: shoe repair

More Car Shows!

Bar/Lounge

Sales

Sandwich shop would be nice.

Unique specialties shoes similar to Hinsdale.

More family activities

Cigar stores

Move it closer to center

Better street parking.

SEE ALSO – ATTACHED COMMENTS AT THE END OF THIS REPORT

14. What programs currently not offered by the Village would you like to see offered?

I have lived here for 11 yrs., taught for 40 and how could you not have a movie theater or events for teens. Not a 30 theater complex but how about 2 movies for "our kids". The people who planned the shops/restaurants and activities need to be in therapy as they are out of touch and either too old or don't have a clue! I am 61 - come on. Your shop owners are dying! Why? Wrong type of business as the "commission" only let in those who could pay - with no forethought. Sad.

More for senior citizens.

Some way to let the Village know of poor Com Ed service and Comcast Service other than not our problem.

Option to join the Indian Prairie Library District (vs. out of District Annual Fee).

Monthly "news" letter.

Have Village take over garbage collection.

How about a movie night like they do in Grant Park in Chicago.

You are doing the best you can under the circumstances.

We need a library!

N/A in terms of social/educational. I'd like to see the Village work closer with Cook Co. The weeds & trash along German Church, CLR, etc. are embarrassing!

Patriotic programs involving school children - students.

Auto filling station; movie theater.

"Taste of" type events; outdoor weekly event - like cars, wine & cheese tasting - specialty beer tasting event - not just once per summer.

More concerts.

Darien, Downers Grove, Westmont all have "Village" garage sales held by their Park Districts. We have a beautiful park district - why not use it to generate add'l income - their parks net several thousand dollars per event, plus concession booth.

Special drop offs of difficult to dispose of trash - i.e. paint cans several times a year.

Library.

Cannot think of anything you do not cover in some way.

Leaf pick up in fall.

A library! Figure it out people. We are a very affluent community but can't figure out how to give our residents a library.

A library - or access to Willowbrook library - at a reasonable cost!

Unique stores - chain stores are unappealing. Don't ever let Kohler Spa close, otherwise there is really nothing "Special" in the Village Center. Trader Joe's is an excellent chain. Brookhaven is UNAPPEALING! A small theater with single/double screen would draw in people.

How about a library.

4th of July parade? A French market?

Village/Park Dist. co-op theater program.

Library.

Theater.

A community pool!

I believe you do a great job.

More programs for older women to become involved in activities and to be able to make more friends.

Youth programs 14 to 18 year old.

Library services.

A more frequent gutter clean up (leaf cleaning) - horrible snow plow service. We are in a cul-de-sac and we are plowed last. We pay the most taxes to be plowed last. Interesting concept! Please look at Darien snow removal... they are decades ahead of B.R.

Build a golf course and a local library. We have to pay more to do these activities in surrounding cities.

Lowering taxes.

Library.

Honestly, we use the park district and attend some Village events. We love the kid's clothing stores & Lucy.

No fee library privileges.

I like art fairs, you know, crafts and such. I bought several nice pots last year.

Village garbage collection.

More police patrol; slow down traffic.

More senior activities, free trolley to the Village Shop Center. Wireless internet in Village.

Volunteer programs to get residents involved & connected.

Encourage neighborhoods to have block parties.

Monthly or weekly branch & free waste pick up!

Install video monitoring at all entrances to Village Center & County Line Square area. Install parking lot monitoring at Lifetime Fitness. Need to put an end to car breakins at Lifetime Fitness.

Electrical service (like in Naperville) - we lose power all the time here and never did when we lived in Naperville. Online registration for Park District activities - would sign up for a lot more. Facebook group so I can learn about what's going on.

Better attention and incentives to attracting more businesses to locate in Burr Ridge - make Burr Ridge more business friendly (like Downers Grove, for example).

Current programs are sufficient.

More things for children on the beautiful Village Green. The concerts are great - a few more weeks would be fun! Also, maybe some activities in the room behind Barbara's Book Store for children & seminars!

Leaf pick-up - fall; should fine businesses that let their sprinklers go over sidewalks/roads; should require sensors so they are not on when raining.

Library.

Movie show.

Golf. Get discount at Oak Brk Club.

More and better communications on events.

We like it here. No such thing as "perfect" but close.

Monthly email notices.

More events in Spring that would attract residents. Craft show, wine tastings, children's games, etc.

4 Screen Movie Theater.

No public library which would be ok if I didn't have to pay \$ to be part of neighboring towns' libraries.

Sidewalks and curbs.

Post office.

Library services, even in conjunction with other towns that have libraries.

Animal control.

Hazardous waste disposal.

Lower cable bills, lower garbage removal costs, less garbage trucks on streets.

A gas station; How about more eco-friendly (besides Farmers Market) - walking tours, bike tours.

Sidewalks are needed on Garfield, north of Plainfield.

A library why don't we have one?

This is not the time for local governments to add "programs".

Book clubs, music, lectures.

Natural wildlife programs/trips for adults.

1. Free mulch delivery like in the old days, 2. Free tree inspection by arborist, 3. Subsidized garbage service - rates keep going up & maybe the Village can negotiate lower price.

Groups - card playing, singing, etc.

More concerts.

Police make a freq presence. We appreciate that.

Mosquito spraying.

Access from NW section of Burr Ridge to south side of I-55 for foot and bicycle traffic. This would increase use of Village Center. County Line bridge is dangerous except for autos.

Public swimming pool.

I, or we, love the Friday night concert series in the summer. Would love to see more of these activities throughout the year.

Many of our neighbors, not just from our subdivision, and our family walk around the subdivisions - Arrowhead & Highland Estates. This is a nice 2 mile walk - but the section on German Church just east of County Line Rd until Arrowhead is VERY DANGEROUS. Dark - no sidewalk. Please consider sidewalk or walking path.

Library and post office, more bike paths.

I know that they're not likely but a Burr Ridge post office and library.

More convenient handicap parking.

More bike lanes on Madison & County Line (tired of weekend bicyclist on the road not willing to move over for cars). ATM's around the Village Center. Public transportation to Hinsdale and back.

School age children's activities.

Better policing of wrecklace drivers vs. just going a few miles over a low speed limit. Example Lifetime Fitness members going through red light, changing lanes w/o signaling & speeding.

Variety or restaurants, shopping, stores, concerts, fair, ethnic cultural festivities - chorus, etc.

Bowling, CPR classes, post office.

Library program.

Yearly garage sale - Village wide like Willow Springs does.

Some type of service that can get you to the train from your residences at a reasonable cost or direct Village transportation to downtown Chicago.

Snow storm alert call was an excellent example of great communication. Thank you!

Some activities geared for teen agers.

Unless totally volunteer - programs will add to cost of gov't i.e. higher &/or more taxes, user fees, etc.

Baby sitting/CPR course, safety Village.

Library, own zip code.

Places for teenagers, kids dining.

Dog park - large area for walking with dog off leash , access to water for swimming would also be great.

Arts & crafts fair similar to Hinsdale & LaGrange.

Technical classes i.e. computer classes (not for beginners), more adult activities.

Library.

Music & cultural programs.

Patriotic parade.

Sawcutting and crack filling on 79th St last year was a waste of money - the snow plows just tore it all off the road. Fix the sawcut holes between Drew & Hamilton on 79th St.

I live at Carriage Way condominiums - Needs trees to block out noise from parking lot south of bldgs A & B - also pollution from highways & cars!

Library.

Provide monthly meetings on satellite - suggest (after a big storm) - ComEd notify the Village or visa versa.

We need fall leaf pick up! Hinsdale does it & we should too!

Classical music.

None! Keep your expenses down so each of us can decide what we want to spend our disposable income on.

Programs offered by the Secretary of State department.

Programs or events to promote social connections with others living in Burr Ridge.

I think you are doing a great job.

Drivers License.

Full service post office, stop knocking down my mail box (6965 Fieldstone), lower taxes.

Do not participate in Burr Ridge programs.

Curbside leaf pickup.

"Junk Amnesty", safe disposal option day.

A library!!! We pay a lot to belong to the neighboring libraries and still get treated as a second class citizen. Why do some sections in the Village do not pay library fees and some do?

A library or access to one.

Access to library/gym as many other Village.

Annexation into library district.

Snow removal - I would be willing to pay a reasonable fee for this.

Bicycle rental facility.

Library.

Mah Jongg lessons.

We still need a library.

Leaf collections - if possible.

Longer hours for Farmers Market.

Make Village more biker friendly by providing some bike lanes, esp. S. Madison & County Line & 91st. How about an ice skating rink in front of police station. Move parking to the rear. What a great way to showcase family character of Village.

Curbside leaves picked up in the fall as other nearby communities do.

A community center offering public services and activities for senior citizens, for children, etc. - complimentary or for minimal fees. (Games, crafts, seminars....)

Pick up leaves in the fall.

Either a 3rd brush chipping in July or back up the first one until June.

Painting classes, etc.

Hard true tennis courts on south side of I-55.

Theater.

Branch library, more children events.

More cultural trips such as offered by the park dept.

Library. Updated concerts.

Arts & craft shows; Garden shows.

Similar to Oak Brook, bicycle pathways defined and marked + a map.

Ha ha since 28 yrs free to go to Hins. or Darien or Willowbrook library's. I have to go to my mom's in Westchester to use a library. Class or 1 or 2 times to understand medicare & healthcare because after normal Cobra!

The classics. I'm 80 yrs old.

Leaf pickup.

Community library.

Full service post office. Free library part of the Village. It is crazy that only parts of the Village have the free service.

Firearms training for home safety & defense.

Fix the "V" dam that people walk over between Arbor & 73rd Place. Make it like the one in Fieldcrest subdivision. Remember - u needed us to incorporate Prison Farm.

Senior housing, travel groups/programs.

Theater.

A full service library. It is quite absurd that Burr Ridge will be the headquarters of RAILS but the Cook County side of Burr Ridge has no service at all. We need a library in the Village Center. This would attract a greater number of visitors to read & learn, shop & dine there.

More senior activities.

More info about where my husband could fish.

Training for snow plows.

Everyone is doing great with the varieties of programs.

Library.

Village garbage pick-up.

Plus size shops.

More frequent shrub pick up.

Zip code, chipping of tree branches.

Gas station.

Concern: Mostly older people reside in Chasemoor (myself included). It is very difficult to cross Burr Ridge Pkwy on foot on Lincolnshire. I would love to see a striped crosswalk and a yield to pedestrian sign. Many drivers barrel through and don't care who is trying to cross.

A library or facilitate us acquiring another Village's library card. Building code enforcement - how to obtain?

More adult exercise classes.

We need a library in the Village!

Pick up leaves in the Fall.

Library. I checked with Willowbrook library they charge Burr Ridge residents \$200.00 to be library members. It should be free. Please correct this thanks.

More frequent curbside brush pickup. Twice a year is not much.

Library.

It would be nice to see something for families - ice cream shoppe, entertainment.

Programs are great.

Why did you block CPK from opening?

Control cost of government.

Being a fiscal conservative - the least cost the better - prefer to be a "bedroom" community vs a destination point. Oak Brook, LaGrange, WS, Hinsdale want to be destination pts. More traffic, expense, transients - add more expense & competition for same dollar."

More Village Green activities.

The Village Center may have limited its use due to the number of specialty stores and restaurant (type) located in this area.

Movie night on the Green!

Fast food - but healthy

Festivals, food shows, etc.

Leaf pick up on streets in the fall.

For the Village to ask for suggestions on what kind of music they would like to hear at Summer Concerts. Names etc.

I think the Downtown Car Shows are nice and would like to see more of them.

Bocci ball court.

Better Park District programs for kids.

More unique shops instead of large chain stores, clothing, home, etc. related.

Family w/ infant activities!

Community blood drive, community or neighborhood garage sale days.

Consider hosting a Village-wide garage sale. Maps can be available in Village Center to draw non-residents in.

More senior activities.

I hope this once simple municipal government does not try to get fancy and provide lots of non-vital services that will suck up additional tax dollars!

SEE ALSO – ATTACHED COMMENTS AT THE END OF THIS REPORT

15. Do you have comments/suggestions for improvement to any Village program or service?

The snow removal is not as good as it once was. You seem to be spending more on beautification which is fine but less on clearing the streets of snow which is essential to safety.

Pick up branches more often.

Get rid of Comcast and allow other providers and not a monopoly like Comcast. Have more of these surveys! The Village is out of touch with the real world and the problems people are having not just the poor are in trouble!

Send Burr Ridge Briefs in water bills - not fancy - a coup of what is on web site will be fine! Police Dept. open house like we had a few yrs ago.

Less frequent snow removals during winter - overkill & overtime is the name of the game in Burr Ridge!!

Village Mayor and Board should be better prepared etc for items on meeting agenda. Better decisions, etc. A lot seems like a charade with "rubber stamped decisions". Recent examples: 55 Billboard, special use used car lot, micro brewery restaurant, new police department bldg. Bad. Very bad.

More choices at Farmers Market - some favorites not back.

Stop E.A.B. program; Let Com-Ed trim trees.

Farmers Market good idea - I would like to see it two days/wk in summer.

I think we should offer an incentive to locate here, do zoning changes & GET AN ANCHOR! Being an old land developer, every time I walk past that beautiful parcel on Burr Ridge Parkway, next to the bank, I can't help but think that a Crate & Barrel would be a wonderful anchor for the Center!

No except for needing a library. We have seen semis going down 83rd St. which I believe is not allowed.

I think the Village does a GREAT job keeping people updated. The network via home owners' associations is very effective. See the note above to coordinate with Cook Co. to clean major roadways. If they won't, Burr Ridge should do it anyway. It's a stain on BR.

More programs using the Veterans Memorial.

Keep up the good work!

Yes, a bridge connecting both sides of the City so we can walk to Village Center on County Line Road.

I have 3 teenage children. It is a choice between \$50 pp at Topaz or \$25 pp at Coopers Hawk. What a disappointment. So they spend their time and money in Willowbrook - what a shame.

Love the chipping program. What about a leaf program.

If you really want to do something to improve the image of Burr Ridge and protect the value of the property your homeowners, get rid of the boarding house at 6765 County Line Lane that has at least 6 different families living there in a single family residence. This has been going on for years and has been reported many times. More police protection to catch the robbers in the area. Everyone feels this way.

We have a pesky neighbor that has called the police and the village for issues they feel are not correct. In both cases they were wrong. We have spoken to other neighbors and it seems to be a pattern. I've heard other communities will not allow a neighbor to be anonymous in certain cases and I feel this should be the case in Burr Ridge especially if we haven't done anything wrong. We are not interested in having a police car in front of our house when we didn't do anything wrong except for move next to a pesky neighbor. Thank you for your consideration.

Check and re-asphalt pathways for walkers - Chasemoor pathways used frequently by patrons of Village Center & County Line Sq. Pedestrian marking for crossing Burr Ridge Parkway and Lincoln Drive - sometimes difficult to cross to go to LTF of shopping.

Be more careful w/ architecture!! New Police Station looks like a prison!!

Regulate speeding cars over 30 MPH on 79th Street between County Line Road & Madison St.

Your Streets & Roads group needs to review priorities - putting in sidewalks is not as important as solving water (street water) problems & too many power failures - did you allow development w/o proper infrastructure improvements.

Stop spending so much money on beautification!

Get some type of restaurant that appeals to Jr High - High School ages.

Huge pothole when you exit onto County Line Rd from the west - on right hand side that needs to be fixed!

Police are too overbearing and act like bullies constantly hiding in their cars seeking the slightest mistake by residents. It takes from the pleasure of living in Burr Ridge.

Satisfied - shared services w/ other muni. For cost management vs major exp by Burr Ridge/WB.

Cut the grass! All homes!

Farmers Market - not that great.

I would have to nit pick.

A place to eat and hang out with my kids would be beneficial. I think other moms would agree.

Need more brush pick-up. More than twice a year.

It takes far too long for Public Works to correct safety issues along roadways after they were made aware in writing and physically showing the director the problem.

Get rid of camera enforced intersections!!!!

Movie theater.

No one in Hinsdale or north Burr Ridge could walk there safely. Oakbrook has a walking path over Kingery... Is that impossible? Lots of bikers, walkers would make the area a destination but right now, that is impossible and without a trip to Lifetime, there is no need to go to the Village Center at all.

I am a snowbird and enjoy the summer programs.

Better patrol Citizens Park so as to minimize drug deals.

Tree service is poor. We don't use it because it takes weeks to get picked up. We ruined our front grass with tree limbs literally rotting for 3 weeks!!! Find another service!!!

Trustee Night - 1 day each week, 2 trustees at Vill. Hall for 2 hrs to hear citizens concerns/request. Recorded on a memorandum & forwarded to appropriate dept or person.

Better traffic control on Burr Ridge Parkway & entrance to Chasemoor - Stop Chasemoor as through street to & from 79th Street.

Absolutely no cell phone service in my area!! Why!

Cut our Burr Ridge ditch.

Need a new Max & Erma's Restaurant.

More visible police.

Cut the fields more often in April/May when the grass is growing faster. Get a library shared program with Indian Boundary/Hinsdale. This is a necessary program that doesn't exist.

Thanks for widening 87th Street west of County Line Road.

I would like to see more patrol & radar on County Line Rd both north & south.

Burr Ridge is doing just fine - travelling from Hinsdale to Burr Ridge one leaves badly plowed snow streets to very clean streets in Burr Ridge. Police are always driving around - Burr Ridge is perfect from every angle - near expressways, new town center & beautiful areas.

Tell police to be more fair to residents and not treat us as an enemy that they want to punish because we are wealthy.

Since you said "any" - the Burr Ridge 5k. I am a runner but I also belong to Lifetime. Every year the race closes down ALL access in/out of LTF for 30 min ON A SATURDAY during soccer & baseball season. This needs to be addressed!! It doesn't make sense. I will never encourage other runners to participate if it continues to block access.

I'd like an email newsletter from the police dept warning of unusual occurrences in our neighborhood. Westmont does this. Storm damage, cancellations of events D/T inclement weather...

Speed up remodeling permit approval process.

We need a big anchor store to get more people to visit Village downtown.

How about some classical music for the Friday nite concerts? Thanks.

Ice skating on Village Green, outdoor movies on Village Green or Harvester Park, Farmers Market on weekends.

No fee library card.

Taking better care of common areas - eg ponds, entrance of streets, mowing of grass regularly.

Yes. Please stop newspapers/flyers from being dropped on my driveway that neither I nor my neighbors have ordered. This is VERY annoying. It also causes litter.

Village garbage collection.

Up the speed limit on 79th St. from 30 to 35/40. Continue the subsidized cab service.

Less speed traps. More restaurants in Burr Ridge mall.

We enjoy the concerts and community feel of so many gathered for the concerts. Plantings on County Line Road are fantastic! Check if water is leaking at Ridgewood and Woodglen.

Love the outdoor music on Fridays. Would like you to turn off the water "fountains" in the park during the concerts.

Would love to see some kind of welcome service to newcomers.

Burr Ridge would be a perfect place to live if we had a library and a post office. Keep up the good work - the appearance of the Village has improved nicely since we've lived here.

Need to control better those 18 wheeler SAIA trucks turning at intersection of County Line Rd. Also, people do not yield at stop sign at Lifetime when exiting property. In addition, a longer left turn signal at Burr Ridge Pkwy would be helpful.

Don't ever even think about financially supporting a prospective new business (e.g. the "Brewhouse" or whatever it was.) I was frankly glad to see the business pull out and the V. left off the hook. This restaurant was mediocre (at best) in Blooming, Ill., let alone Chicago. First the TIF, now this, why are you so desperate?? If I am Dao (which I love) and I read about you subsidizing a different restaurant, I'm pissed! It's also unfair.

1. Would like to have blacktop sidewalk replaced along Chasemoor Drive. Current walk falling apart.
2. Speed bumps removed on Chasemoor Drive - more nuisance than effect traffic control.

Police should patrol for speeding cars at intersection of 91st and Royal. My husband almost got hit last night while we were walking across Royal St in the designated crosswalk!

Install a raised stage on the Village Green so can see the performers.

The Village sides with businesses over residents more often than not. The residents should be the Village's top priority. The Village should never subsidize businesses to get them up and running, eg a brewery or any other business. If Burr Ridge is a "special place", the quality of life of residents should be special.

Do more things online. Water bill, etc. Paperless!!

Keep enhancing Burr Ridge Town Center and adjacent corporate office area surrounding Marriott. It is key to the future of Burr Ridge.

Traffic issues on Plainfield Rd. Turning left from County Line Rd. onto Plainfield - Horrible! Elm & Plainfield needs to be improved re: traffic. No left turn off of Elm between 7-9 a.m. & 4-6 p.m. No left turn onto Elm same hours. Subdivision south of Elm causes many traffic concerns. The same rules should apply. I live on Elm St. Teenagers speeding, throwing beer cans all along the street. Also individuals using Elm as a cut through to 55th St.

More programs at the holidays for children! Children bring adults - adults will shop! Like Halloween, Easter, Memorial Weekend to begin the summer!

Fix the stormwater flow from Wedgewood Dr to Heather Dr in heavy downpours. Every time there is a significant rain storm, water runs from Wedgewood (between the houses) and floods Heather. There should be a storm drain on the north end of Wedgewood to catch this water instead of allowing it to dump onto Heather Dr.

Increased brush pick-up in summer similar to program offered by Countryside, IL.

Control truck traffic on 79th Street. 79th & Madison and County Line both have signs indicating NO TRUCKS - just isn't being enforced.

Pick up storm damage free. I'm on fixed income property tax too high.

Would be good to have sidewalks all Village.

Review the current pension program since we don't currently have the funds to continue this program.

The performance of elementary school & middle school needs a lot of improvement to attract more residents into Burr Ridge.

I don't like all the vacant (half finished being built) houses in Burr Ridge. It is creepy. 5-10 yrs & still not done!

Improved TV transmission of Village Board Meetings.

Enforce the Village Ordinances regarding property upkeep.

On the whole I think the Village does a great job!

Burr Ridge is an excellent place to live. We enjoy all the special events, the downtown just should have more option for dining (ie: ice cream shop).

Doing an excellent job.

Cameras at each Village entrance. Stop flooding of Drew Ave at 79th. Repave Drew Ave.

The Village Center is a gem. Keep developing it.

Please build an internet tower in the southwest corner of the Village so that we can receive good coverage.

Reevaluate the Pathway Commission in regard to members and mission.

Storm cleanup - slow response to clear debris - still all out on the curbs.

Sidewalks and curbs.

Would like to see sidewalks in my area (Devon subdivision).

I would like to see Co. Line Rd & Burr Ridge Pkwy area on County Line Rd manicured more. It looks weedy & cluttered around the trees & grass.

Intimate apparel shop.

More visible & responsive police coverage on the north side of town.

I would like to see the Village maintain their ponds at the same level as the private homeowners/businesses. Also, the grass on 83rd St. park is horrible & a eye sore. Not usable until grass stops growing.

If the Village Center is something I can comment - you should strive to have more dining options, and also a competitor to Starbucks, though I think the Great American Bagel going in across the street will do extremely well.

Very satisfied with services & programs.

The Village changed after the "incidence" of CLR and Plainfield. It seems evil now since a "fast one" was pulled.

I need more bike routes along the streets (Madison, 91st, etc.). Bigger swimming pool public, wider Madison & 91st to Rte. 83 with side for bikes, also 91st needs more street lights on this distance and slowing speed stripes before stop sign on this crossroads. (Too many accidents - check w/ police record).

Need to make Burr Ridge look better than other cities around us!!

Correct the County Line Road signs.

Be vigilant in demanding maximum reliability from Com Ed.

Looking for more affordable and family friendly restaurants. An ice cream shop on the Village Center would be nice.

More attention to the needs of a homeowner, such as branch pick-up without calls or questions as to which tree the branch came from.

More police patrol in Babson Park area like when we moved here 15 yrs ago - twice daily. Rarely see patrol cars. Also, would like to improve Com Ed power outages - Babson Park (the forgotten land) loses power almost every storm (our area only). "Power" - "When it storms, it stops" (last ones to be restored). Maybe Village could investigate/pressure ComEd to upgrade our 60+ old vault.

More senior activities.

Programs presented are not well enough advertised before they occur.

Some permitting practices (e.g. footage for home regardless of footprint) are irrational and hurt Burr Ridge.

I rate programs & services as A+

1. Mosquito abatement - what happened to the trucks that used to come around; 2. License renewal at Village Hall on a Sat.; 3. Farmers Market - later hours for people that work.

Just to remind staff to be "friendly" to residents. Management level get it, but it seems the worker level may not, compared to few years ago. This is not terrible, but sense could trend to that. This is tough call, as who do you let talk to customer. Suggest management coaching & monitoring of this.

I like what you do now - it's just that I'm unable to attend because of some health issues.

Overtaxing of residents at Fallingwater community. May increase industrial Co. in our township to lower property tax.

We had 2 burglaries neither of which was solved and there was really no follow-up. I would prefer less attention to traffic, speeding and more visibility of police in the neighborhood.

We are sorry that Max & Ermas left. We need a family-kid friendly restaurant in its place.

Keep up good work.

Excellent now.

I don't know if this is the place to do this, but the "new" speed humps on 72nd St. are a joke. They are completely inadequate and will do nothing to slow traffic. More brush pick-up dates are needed. After storm pick-up of storm damage needs to happen more often.

Are there any regulations for cable & power companies we could implement so that Burr Ridge isn't always a Village that loses power & internet? These last 2 yrs of bad weather/storms have been challenging.

Avoid thoroughfare of nonresidents thru residential areas to increase safety, plant more trees & provide free trees to residents to plant on their properties - go green.

Overall satisfied.

Stormwater drain capacity in Ashton Woods is inadequate.

Overall nice job.

My husband and I are pleased with the way the Village Board has been operating.

Please prohibit soliciting by charities at the very busy intersection of County Line Rd & Plainfield Rd (Also "outreach ministries" frequently solicits at this intersection - is there a yearly limit to the number of times one charity could solicit funds?)

Cut grass routinely & landscape Wolf Road! You forget this side of the Village. Replace light on 73rd & Forest Hill Rd.! Include Police reports on web site. We'd like to be aware of incidents.

The public grass areas from (on Madison St) 79th to 83rd Street are terrible - need to be cut regularly.

A Hallmark Gold Crown Card/Gift shop (since the one in Western Springs closed, there is not a good one near).

Plow both sides of Circle Drive where it meets 79th Street. Too many cars going west on 79th slide into the front yard of the house facing 79th Street.

Yes, our address is 1 Jack Pine Lane and it looks like the Village is going to tear up my backyard for the 4th or 5th time (drainage storm sewer) but it would be a much better solution to have the Village maintain the swale of weeds, trees, storm debris if they want the water to move quicker. Please note - and email public works.

You need to add more things for kids/teenagers in the downtown area. Movie theater, ice cream shop, Apple store.

Keep costs down.

No - services are excellent.

Send coupons in mail with water bills that can be used at mall stores.

Keeping sidewalks clear for walkers/joggers i.e. Madison N. of 74th Street.

More visibility of police cars making rounds on interior roads/subdivisions especially at night/late evening time.

Stop flooding County Line Road by Village Center when watering median plantings. Some of us like to keep our cars clean.

Community service i.e. food/clothing bank.

Improved adult (not retirement) exercise options thru Park District.

Bike trails/designations on some roadways.

More side walks to walk and bike.

Better street maintenance. The road in front of my home is in bad shape and has a drainage problem. I have offered to share the cost to fix it once and for all but the Village said no.

The left turn signal at County Line Road and Burr Ridge Parkway should be adjusted to measure traffic flow. There are always cars waiting to turn left onto the Parkway. Have the arrow flash so you can turn or use the Sunday setting all week!

The sign you placed in front of my house is larger than the signs on the tollway, for a quiet residential community you made my street to look like a ramp to a tollway!!!! (160 Glenmora Drv.)

1. Fix flooding on Drew Ave... it's been every few weeks for 25 years! 2. Repave Drew Ave... Falling apart. 3. Pick up branches from storm.

Brush pick-up needs to be offered at least 4 times a year.

Fix the bumps from 79th to Joliet underpass on Madison - terrible bumps in road.

Highways bordering Burr Ridge should have walls to block out noise & pollution. Very important issue!

Someone needs to correct the water problem along Elm Street north of Plainfield - it never gets cleared up - no matter how much water/rain.

They need to support all local businesses to improve business.

I am pleased with the Village.

Living at the East side of County Line Rd - we do not get much information about events at the Park District in DuPage Burr Ridge, i.e. senior citizen events - - I have felt that we are not encouraged to use that facility - am I correct?

Excellent - phone call informing us of winter storm. Same should be provided for the summer storms - our area (S.W.) was out of power for 3 days - power has been out more than normal for this area (Oak Hills).

Pick up/chip brush in spring & pick up leaves in fall!

Stop wasting so much \$ on "beautification" & sidewalks. People love the rural aspect of Burr Ridge & sidewalks make it look like Chicago.

Include snow removal & street maintenance to our Carriage Way Club streets.

More police officers.

Continue to develop and expand downtown Burr Ridge. This is a great asset that will add to the community.

How about a "mailbox" in the Village Center or County Line Road Square area?? It would be so convenient!!

Brush pick up needs to be more frequent - always seem to accumulate brush expecting next pick-up.

Dog park would be nice, you can't take dogs to Pleasant Dale.

Better water/sewage management, specifically Fieldstone Dr., offer cheaper food options in Burr Ridge downtown, attract a gas station.

Disband the Burr Ridge sidewalk committee and use any remaining funds for roads or pay off Burr Ridge if we have any at this time.

Better snowplowing in cul-de-sacs.

Stay tuned to border town activities that influence/affect our activities & home values. Need a safe way to cross over 55!

Yes, 72nd Street it is used daily by many drivers. In my opinion this street needs to be kept in good shape and it would help if the Village placed signs for drivers not toss their empty bottles on my yard. Clean the pathways in the winter.

Yes - do not charge "non-resident" fees for BURR RIDGE residents living in the NE & SE sections when they (we) want to use the Burr Ridge park services. Pleasantdale does not offer same services.

I love my Village! Govt/administration is always helpful!

You could save the cost of envelopes if we have direct utility bill payment from our checking account. Provide turn light when using south mall shops (Brkhvn, Vince).

If you want response - pay the return postage!

Earlier snow removal & sand or something to make the street less slippery & intersection not cleared for turns.

Look for local acts for performances in the Village. I own a local music school. Ask us to entertain - we're locals! 630-212-7679.

Not at this time but I'm enjoying the summer plantings.

I would suggest having a leaf pick up truck for the fall season.

We should have had a library - did not need a large, new, expensive Police Station.

1. Enforce Village rules that you do on community members - signs - Village allowed to place illegally - Community adheres to rules (placement) 2. Neighborhood speeding - enforce 25 in neighborhoods - old chief too afraid to give tickets - he stated this in meeting. 3. More visibility of police in neighborhoods.

A seniors and disabled signs for snow trucks not to block driveway. Trucks can straighten plow at driveway. Registration and cost of sign paid by seniors & disabled.

Library - posted on website as item for future, but told by Village our link to Indian Prairie can't be broken - which is it?

I feel the Village is run very well. My only suggestion is to offer more community services.

No, I think they do a great job!

Code enforcement for people keeping their properties presentable. Some on 75th and Forest Hill north of 75th are Tobacco Road.

Village should regularly have the trash from the sides of roads picked up and keep the Village streets clean.

1. Better distribution of information available to seniors and other residents i.e. park district programs. 2. Serious emergency medical services - the new Loyola facility only covers minor emergencies - they sent heart attacks etc. to main hospital.

I would like to thank all the police and Village personnel.

Property tax meetings would be nice! Resident education on lower our taxes!

Post office; library extension.

Better exiting strategy fro the Village Center.

A library would really improve our Village!

Better parking enforcement for people parking in the fire lane at the County Line Sq. mall. It appears to me that it is a free for all.

The Village maintenance and streets department for the year round excellent service. We appreciate the prompt response to storms, snow falls, and emergency situations.

Village Center is very good; somehow needs to be less sterile, more "small towny".

What happened to mosquito abatement? Is it a County or Township responsibility. If so shouldn't the Village have some responsibility to prompt them to consider a program particularly during this very wet summer season. Everyone wants trees and green grass however the mosquitos prevent one from enjoying them.

Winter - ice skating rink. Summer - music on the outside. That would be lovely.

Cut down taxes. Cut down water bill. Don't charge late fee. Place a drive thru for night deposit.

Each winter the streets get cleared great! But the sidewalks do not get touched. I am talking about major pathways. County Line, 79th St., even in front of Village Hall does not get cleared. In some areas you get a citation for that. You want people to get to Village Center but the sidewalks can't be used for months even on nice days.

More enforcement of speed limits.

Flooding problem on Drew, near 79th Street. Not a site to see in our Village with \$\$\$ homes.

Sell the police station - waste of tax money!

Don't dye the lakes - waste of money. Why start now. Finish path around lake at end of 73rd Place. Handicap person could then go.

A better Farmers Market.

Way off - away from townhomes, in the far northeast section, movie theaters + more restaurants.

Telephone operators s/b more responsive.

Need traffic light on Madison and North Frontage Road.

Would love to see more improvements done on the streets/sidewalks/addition of sidewalks to many areas of the Village.

Weeded lots should be cut down & along entrances & exits off I-55.

Get a new Community Dev. Director. Fairness to all residents. The rules should apply to all. Do not reward bad behavior i.e. Sultan. Stop spending \$ on unwanted pathways.

How about "Country & Western" music or a band that can add a few polkas! All the others sound the same & the women's voice are always drowned out.

A more casual dining restaurant.

Recycling programs for paint, batteries, electronics.

Roads improvement.

Curtail budget increases!

Why is there no sidewalk when walking to/from Brookhaven Mkt and the Village Center on Bridewell? There is a crosswalk and button but no place to walk. The newer paver bricks make this appear complete.

Do you have any discounts for senior citizens?

Village is doing an excellent job. Very upscale community. Since the economy is bad we have to reduce real estate tax. Otherwise people won't be able to own a home in Burr Ridge. When they leave it will be like a ghost town.

For this survey, it should be available to be completed on the Village website, or a self-addressed, prepaid envelope should be provided as the Village is requesting the survey.

Find a way to include the condo community in the governance of the Village.

Our subdivision does not have sidewalks to keep streets clean (specially in the summer).

The police patrolled our area early (5-6 am) in the past but not recently. I would like to see them patrol again early.

Police should patrol neighborhoods instead of sitting at speed traps!

Yes - Fall leaf pickup. No need to clean the streets every week. Stop wasting money paving streets that don't need it.

Yes we need library of our own or use Willowbrook library at no charge. We pay too high taxes.

Please instruct snow plow drivers to stay off lawns!!!

Team up with another Village to have a library.

Sound barrier on I55.

Lower rents - we have tried to bring a business there twice but the rents are outrageous!

Kids' activities; kid-friendly restaurants; ice cream stores.

More specialty stores, ice cream shop.

This is the most secure and enjoyable place we have ever lived.

Brush chipping is great.

I think police station was a waste of money.

Art shows, More stores at north end of Village Center.

More concerts!

You need a promotions/special activities director who is aggressive with big ideas! Bigger city thinking!

Leaf pick up on streets in the fall.

The lake between Deer Path & Park and south of 8300 South to Lakeview needs help in getting rid of algae and having the aerator working.

The police have called me several times during the nite to close my garage doors. Thanks very much!

Additional street lites, better stripes on streets & roads, extend concerts to 14 weeks.

We really enjoy the Friday night summer concerts.

Would be great if we had dog containers throughout. Also sidewalk on 83rd Street to County Line.

Stay small

Police Dept. - Ticket all vehicles on roads not displaying front plates as required by IL law. Way too many "arrogant ---"s ignore the front and back plate law.

Need more casual dining i.e. Buona Beef, etc.

Village employees should not suggest firms for gated communities. Ambriance paid \$10,000 to one of them re repaving our streets - job was horrible, crooked, uneven, and this man said there's nothing wrong! It sounded like a kick-back scheme to me.

Less is more!

SEE ALSO – ATTACHED COMMENTS AT THE END OF THIS REPORT

Additional Comments:

AMERICAN HEROES: THEN & NOW...

Joseph A Zalud

The village has a
SERIOUS TRAFFIC PROBLEM
AT THE ENTRANCE TO
TOPAZ REST. CAR'S
STOPPING TO LEAVE
CUSTOMER'S OAF & THEN
PICKING UP CUSTOMERS
AT TIMES 4 to 5 CAR'S
HAVE TO WAIT WHILE
THE ROAD IS BLOCKED.
THIS COULD BE SOLVED
BY HAVING DROP OFF &
PICK UP MOVED



Photo: Courtesy of Department of Defense

A99575

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AMERICAN HEROES: THEN & NOW...

Joseph A Zalud

AS SHOWN ON SKETCH
CAR'S #1 SHOULD STOP
ON APPROACHING #2.
THIS WOULD ALLOW TRAFFIC
TO MOVE SMOOTHLY THRU.
INTERSECTION. THE CUST.
WOULD HAVE TO WALK -
10' FURTHER. IN OTHER
WORDS HAVE DROP OFF &
ATTENDANT
SIGN
MOVED
TO
#2

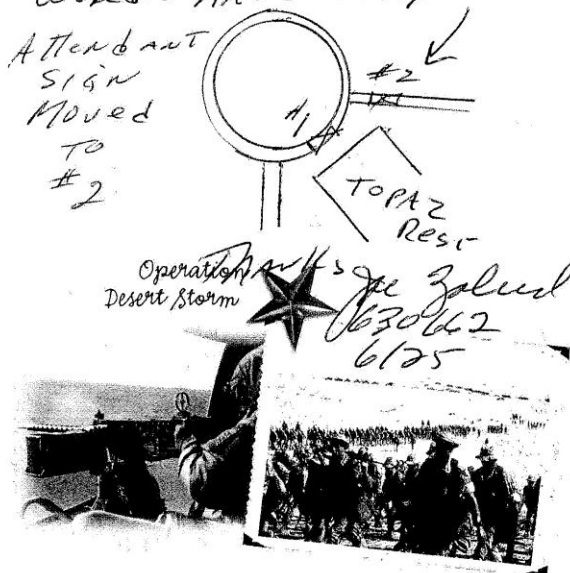


Photo: Courtesy of Department of Defense

A99575

DEAR VILLAGE OF BURR RIDGE OFFICIALS,

HERETO ATTACHED IS MY RESPONSE TO THE SURVEY
REGARDING COMMUNITY SERVICE;

TO SUMMARIZE, I ONLY HAVE CUDOS FOR THE SERVICES
YOU PROVIDE WE RESIDENTS AND ALL WOULD BE VERY,
VERY ACCEPTABLE EXCEPT FOR THE FACT THAT PAST
VILLAGE OFFICIALS ALLOWED THE VILLAGE TO BE
HOOD-WINKED BY NEFARIOUS PERSONS ENDEAVORING
TO ILLICITLY PLACE A MOSQUE AT THE CORNER OF
PLAINFIELD AND COUNTY LINE ROADS. THIS, HOWEVER
IT HAPPENED, HAS PLACED A PALL OVER THE VILLAGE
THAT WILL NOT BE WITHDRAWN UNTIL THE WRECKING
BALL HAS COMPLETED ITS WORK!!!!

I CELEBRATE THE CURRENT OFFICIALS WHO WOULD NOT
ALLOW THIS TO HAPPEN (due to violation of zoning regulations AND
KNOW THAT OR THOSE INDIVIDUALS WILL BE BLESSED BY
ALMIGHTY GOD!!!!

(I knew "the plan" before the building was 2" out of the ground and
along with friends, began praying against it....it appears this is one of
the largest answers to our heart cries in my lifetime to date.)

THANK YOU WITH A SINCERE HEART AND MIND AND SPIRIT!

M. Joy Mager aka Collins

M. Joy Mager
100 Post Road
Burr Ridge, Illinois
630-789-1600

July 20, 2011

These comments were from the same respondent (continued on pages 52 & 53):

14. What programs not currently offered by the Village would you like to see offered?

The exclusivity feel of Burr Ridge is in itself is a major obstacle business wise. Following the example of Willowbrook with its giant box stores is not what I envision Burr Ridge to lead into. But if even the Village prefers to go to the middle

15. Do you have comments/suggestions for improvement to any Village program or service?

end, follow Oak Brook's example, a successful business section separate from the subdivisions & get able to isolate the traffic congestion. If Burr Ridge refuses to maintain its high end, then go along with the George and Gergeth's, the Goodman Theaters, or the Philharmonia Orchestra. If not, then have a good night life, create a place or rivers. Survey continues on next page

6. Please indicate your age.

- ☐ < 18 years ☐ 18-25 years ☐ 26-35 years ☐ 36-45 years
☐ 46-55 years ☒ 56-65 years ☐ >65 years

7. How long have you lived in Burr Ridge?

- ☐ < 1 year ☐ 1-5 years ☐ 6-10 years ☐ 11-15 years ☒ >15 years

8. In what type of home do you live?

- ☒ House ☐ Townhouse ☐ Condominium

9. Is your home in a gated subdivision?

☐ Yes

☒ No

Have activities centered around those, such as boat riding, kayaking, sailing. Create festivals that will put Burr Ridge in the map: its own art festival, painting displays from all over the world for sale, home festivals, its own Lolla Palooza, its own Bean Zumba concerts, its own Dinosaur museum, its own rock concerts, its own Marilyn Monroe structure, its own beer marathon, its own film festival, its own recording studio for budding singers, Karaoke joints, wine tasting, healthy food preparation contests, etc.

Have a Taste of Burr Ridge

radio station, Pan-Asian or Pan-European or Pan-African restaurants, sushi joints, training facilities for world class athletes (include & figure skating, gymnastics, boxing, mixed martial arts, (Have many Pacquiao's here!))

comedy club, or if the village wants to be more liberal - gay bars - & should be the best. God forbid... No Sodom and Gomorrah! The village should have a Chill and Grill anti live music. Discover

↑ & develop ^{or grow} the next Miss Illinois or Miss Universe from Burr Ridge or the next American Idol from Burr Ridge or the next Scientist or Nobel Prize Awardee from Burr Ridge.

Vintage Car displays should be developed.

Books are not dead. Invite world-renowned authors for book signing. Playwrights should have discount if they prefer to stay in Burr Ridge. Invite movie companies to film in Burr Ridge. We need a ballet theater out on Hubbard Street Dance Group.

We need land for a reputable college - College of medicine & we need more doctors in the next 10 years. College of nursing, chiropractic college, or school of culinary arts, design, landscaping, engineers of anything you can't think of. If these can't be too much of anything you can't think of.

go and settle for a theater
just like the ^{new} ICON theaters
in Chicago along ~~the~~ ROOSEVELT
Avenue. I like the concept (fit
with the ^{condos,} shops and restaurants ^{village center} mall)
along with the theaters in the same
area overlooking the Willis ~~Tower~~
and the view of downtown Chicago.
When there is a will, there is a way.

For all we know, a dream can become
a reality. Is it impossible to have at
least a Macy's, if you can't have a Marshall's
or a JC Penney. A wildfire or a Cheesecake Factory
is a must! If you ^{have} more attractions, then
Advertise, advertise, advertise!

Also, Have an annual GARAGE ^{or} ~~Garage~~ SALE for the poor - when the rich discard the
things they don't need anymore - this will be
income-generating. Arrange for pickup ^{etc. etc.}

These comments were from the same respondent (continued on pages 55 & 56):

Additional Information for Numbers 12 and 13.

I was so looking forward to our own downtown. However, now can say, I have never been more disappointed. It doesn't feel welcoming and the stores that the village has chosen to fill our downtown with is even more disappointing...Yankee Doodle Candles...really...Claries?

- Here are a few examples of the problems I am faced with. So far this year, I have had three bridal showers. Our downtown has no where I can buy a pretty or unique gift. I cannot buy a piece of crystal, a silver platter, a Iladro or anything gift wise. Last year when I had several Christmas parties to go to, I went to Fuller's in Hinsdale. They have different, unique and lovely items to buy for gift giving and when I don't have to buy a gift I like to go there to see what they have, what's interesting (usually around the holiday season). When I'm down there, then I stay and walk around their downtown.
- My next problem is shopping and gifts for young boys/young men. There is not one place where I can go to buy something for a young man (Eddie Bauer is dated). No sports shops--no Nike shop – athletic wear shops; Campus Color shop, an Apple Store, something? We need to get stores that attract to the younger crowd. When I need to buy birthday gifts for my sons' friends where could I go...no where in Burr Ridge. I have to travel even further like to Yorktown or settle for Campus Colors again in Hinsdale. When I'm out shopping at those locations, I'm buying my coffee and lunch at whatever location I ended up in which is never Burr Ridge. That to me is very, very sad and a waste of our downtown.
- Third, did you realize that there is no where a woman could buy makeup. No Este Lauder, Clinique, Lancôme etc. There is no where to buy perfume, or perfume sets if you need them for gift giving—no Ralph Lauren Romance, Juicy Couture...really. Women and young teen girls love to roam around makeup counters and perfume counters. You are missing key holidays that people make those type of purchases, like Christmas, Mother's Day, anniversaries. For that one item I could be buying in my own downtown, I have to go elsewhere.

There is mass confusion on what our downtown is to be. Do we want it higher end, lower end, different from all the rest Who are we catering to rich, poor, middle class (pick one) and stay with it because right now you aren't catering to anyone, and thus, no one comes. I personally thought our Burr Ridge downtown was going to be filled with unique stores, antique stores, specialty shops, art shop, a European-type café, etc. to attract people to things they can't find anywhere else. If not, then we should have gotten better department-type stores on a smaller scale, if necessary.

As for the Burr Ridge County Line Square Area...yikes. It is a disconnect from the downtown and actually takes away from the beauty of the Village Center because that is one of the first things you see. It needs to be updated and somehow tied in with similar

architecture as the Village Center. Here is a perfect example of who are we catering to...Capri is a very nice restaurant with good food and tries very hard with its plants and outdoor café/umbrellas to make it a beautiful place to be and attracts upper/upper middle class individuals, then what do you have right next to it...Tuesdays? A discount/junk store. It truly is a disservice to Capri that they have to work so hard to stand independently and draw clientele on their own. The Brookhaven is an ethnic-type store and the few times I have been there rarely see Burr Ridge residents. I don't think many people in Burr Ridge shop there. We should have tried to get a Whole Foods, Jewel or Dominick's. Fred Astere Dance Studio, a Wine Store. I don't even know what else is there anymore. Nothing I couldn't live without and definitely nothing eye-catching to bring me there.

The comments above are meant to be constructive. I love Burr Ridge and would very much want our Village Center to be a success. Keep in mind we are known for our trees and our country-like style. Please plant more or as many trees as possible along the entrance to our Village Center and to County Line Square. Even plant them in the parking lot in pots, if necessary, to give it that in-the-country feeling. Also, since we share the road with bicyclist, perhaps we can have some sort of theme, give them attention, a race perhaps to bring in people for the event. I think it is so beautiful to see all the bicyclist on a Sunday morning training—that alone sets Burr Ridge from other villages. Let's capitalize on it somehow.

Additional Information for Number 15.

15. Something needs to be addressed and done about the Anne Jeans/Burr Ridge Middle School situation. It is sad to see that the program intended there has failed everyone miserably. The school is a beautiful one, with young energetic teachers. The school provides great services, but is not utilized by any of the Burr Ridge residents. I understand diversity and integration and support it, however, when everyone exports their children to other schools than the program fails everyone. The children from the housing units across Kingery Road should be bused to all schools throughout the area, including Gower and Darien, making the integration less and easier for all concerned.. It gives children an opportunity to learn better and make friends outside of their surrounding. The way it stands right now none of that is happening. They really are not integrating or interacting with anyone outside of their housing complex and so what was the point of this exercise. The Burr Ridge children have left the Burr Ridge schools to attend schools like St. John's, St. Francis, Our Lady of Peace, etc. weakening the neighborhood and their sense of connection to it. Burr Ridge families are now getting more involved with what is going on in Hinsdale, Western Springs, Darien and LaGrange because their children are involved in those schools, those activities and making friends within those areas. The export problem intensifies with all of the extracurricular activities that go on outside the community, therefore, it weakens our village and strengthens others. In one subdivision in the Southwest side of Burr Ridge, there is literally every sign supporting every school from every different area, meaning none of the kids in the same subdivision go to the same school, (that is a real problem). Kids don't play together, because they are on different teams and activities with their schools. Parents too are forced to go with their children and are separated from the neighborhood. They can't car pool or help babysit or anything because everyone is doing something different and going some place else. They are spending their time and money elsewhere as our community struggles to find identity. None of those communities are looking to come here and spend time and money, but our residents feel forced to go elsewhere. A neighbor told me she is considering moving to Western Springs, because of the kids. She said she really doesn't do anything here anymore except sleep. To leave this area and her beautiful house for Western Springs is really saying something. We need to come up with a better plan. We need to find some way to connect the NW side and SW side children and parents so that we may become a stronger and more unified community. We just don't want people to sleep here...we want them to live here. We are a beautiful village and a community filled with great people, but we will never become strong if we don't unify and become one. I hope someone will seriously address this issue.